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February 05, 2013

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

14 February 5, 2013

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER



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The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**APPROVAL TO AMEND AN HIV/AIDS DATA MANAGEMENT, TRAINING, SYSTEMS LICENSE
AND MAINTENANCE SERVICE CONTRACT WITH AUTOMATED CASE MANAGEMENT
SYSTEMS, INC. EFFECTIVE MARCH 1, 2013 THROUGH FEBRUARY 28, 2015
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

SUBJECT

Request approval to execute a contract amendment for the provision of HIV/AIDS data management, training, systems license and maintenance services with Automated Case Management Systems, Inc. and delegated authority to execute future amendments.

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize and instruct the Director of the Department of Public Health (DPH), or his designee, to execute a contract amendment, substantially similar to Exhibit I, with Automated Case Management Systems, Inc. (ACMS), Contract Number H204251, for the provision of HIV/AIDS data management, training, systems license and maintenance services (Data Management), to extend the contract term for two additional 12-month periods at an annual maximum obligation of \$600,000 effective March 1, 2013 through February 28, 2015, 100 percent offset by Ryan White Program (RWP) Part A funds.
2. Delegate authority to the Director of DPH, or his designee, to execute amendments to the contract that extend the term through February 29, 2016; adjust the term through August 31, 2016; allow the rollover of unspent contract funds; and/or provide an increase or decrease in funding up to 10 percent above or below each term's annual base maximum obligation, effective upon amendment execution or at the beginning of the applicable contract term, and make corresponding service adjustments, as necessary, subject to review and approval by County Counsel, and notification to your Board and the Chief Executive Office (CEO).

3. Authorize and instruct the Director of DPH, or his designee, to execute amendments to the contract that revise or incorporate provisions consistent with all applicable State and/or federal laws and regulations, County Ordinances, and Board policy, subject to review and approval by County Counsel.
4. Delegate authority to the Director of DPH, or his designee, to execute change notices to the contract that authorize modifications to or within budget categories, and corresponding service adjustments, as necessary; changes to hours of operation and/or service locations; and/or corrections of errors in the contract's terms and conditions.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Approval of Recommendation 1 will allow ACMS to continue to provide Data Management services and allow DPH to monitor HIV/AIDS care service delivery, service utilization, and health outcome indicators among HIV-positive patients receiving services from DPH-funded care service providers. Extension of the term of this contract allows for consistent and accurate data reporting of utilization, expenditure, and health-outcome data that is required by the Health Resource and Services Administration (HRSA), the federal funder for the Ryan White Program, and by the California Department of Public Health, Office of AIDS.

Approval of Recommendation 2 will allow DPH to execute amendments to the contract to extend and/or adjust the term of the contract; rollover unspent funds; and/or increase or decrease funding up to 10 percent above or below the annual base maximum obligation, effective upon amendment execution or at the beginning of the applicable contract term, and make corresponding service adjustments, as necessary. This recommended action will enable DPH to amend the contract to adjust the term for a period of up to six months beyond the expiration date. Such amendments will only be executed if and when there is an unanticipated extension of the term of the applicable grant funding to allow additional time to complete services and utilize grant funding. This authority is being requested to enhance DPH's efforts to expeditiously maximize grant revenue, consistent with Board Policy 4.070: Full Utilization of Grant Funds.

Recommendation 2 will also enable DPH to amend the contract to allow for the provision of additional units of funded services that are above the service level identified in the current contract and/or the inclusion of unreimbursed eligible costs, based on the availability of grant funds and grant funder approval. While the County is under no obligation to pay a contractor beyond what is identified in the original executed contract, the County may determine that the contractor has provided evidence of eligible costs for qualifying contracted services and that it is in the County's best interest to increase the maximum contract obligation as a result of receipt of additional grant funds or a determination that funds should be reallocated. This recommendation has no impact on net County cost.

Approval of Recommendation 3 will allow DPH to execute amendments to the contract to incorporate provisions consistent with all applicable State and/or federal laws and regulations, County Ordinances, and Board policy.

Approval of Recommendation 4 will allow DPH to execute change notices to the contract that authorize modifications to or within budget categories, and corresponding service adjustments, as necessary; changes to hours of operation and/or service locations; and/or corrections of errors in the contract's terms and conditions.

Implementation of Strategic Plan Goals

The recommended actions support Goal 3, Integrated Services Delivery, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The total cost of the amendment is \$1,200,000 consisting of \$600,000 annually for the period March 1, 2013 through February 28, 2014 and March 1, 2014 through February 28, 2015, 100 percent offset by RWP Part A funds.

Funding is included in DPH's fiscal year (FY) 2012-13 Final Adopted Budget and will be requested in future FYs, as necessary.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Since 1995 ACMS has been providing Data Management services under this contract which has undergone multiple amendments, including term extensions, adjustments to funding allocations, and revisions to scopes of work.

ACMS provides systems license requirements for the Casewatch Data system that is the required Data Management system for DPH-funded care services providers. Services also include database services such as: administration; security; maintenance; encryption; conversion and migration; design and modification; development of interfaces with other Electronic Health Record systems; reporting to DPH and HRSA on quality assurance and utilization review of care; and completion of Casewatch data quality assurance activities, application system support activities, end user support services, and provider trainings.

County Counsel has approved Exhibit I as to use.

CONTRACTING PROCESS

On November 1, 1994, the Board approved ACMS and a former contractor, Data Design and Development (DDD), on a sole source basis as the original agencies that developed the CD4 Online Management and Patient Information System (COMPIS) and Information Management of AIDS Cases and Services (IMACS) computer systems software designed to collect client level data required by HRSA. These agencies were already directly funded by HRSA to design client level data for HRSA. However, when funding ended, the County submitted an application in June 1994 to HRSA for additional funding to support the "Demonstration of the Usefulness of Client Level Data for Evaluation of HIV/AIDS Services Programs" project. The County was awarded funding and subsequently entered into sole source contracts in November 1994 for these services. These agencies were the only ones who had the computer system software COMPIS and IMACS used in early years to collect the client level data required for HRSA reporting.

DPH continuously renewed contracts with both DDD and ACMS as the only agencies that could provide the technical assistance, training, maintenance, and program modifications necessary to allow the expeditious collection of the required data. After 2000, DDD no longer provided data management services as ACMS, the developer of the IMACS system, replaced the COMPIS software. ACMS, the sole proprietor of IMACS, updated the client level data software system, and in

2002 replaced the IMACS software with Casewatch and Casewatch Millennium, of which ACMS is also the sole proprietor and the only provider with the rights to maintain this system which currently supports all DPH-funded care services providers.

In 2010, DPH began discussions about the development of a solicitation for a single, comprehensive HIV/AIDS Prevention and Care Services Information System (HAPCIS) that would eliminate the need for two different data systems. DPH worked closely with the Information Technology Department, Chief Information Office, Information Technology County Counsel, and DPH County Counsel to ensure the RFP was sound and that the required components of the RFP could meet the needs of the County and reflect all Health Insurance Portability and Accountability Act requirements. The goal of DPH was to migrate to a single information system that could handle multiple data reporting requirements for prevention and care services to ensure coordinated, efficient, and effective service delivery that benefits clients, providers, the administrative agency, and funders, and that allows DPH and contracted agencies to follow clients through the continuum of care. On February 8, 2011, your Board approved extending the ACMS contract through February 28, 2013 in anticipation of a Request for Proposals (RFP) release in 2011.

In July 2011, the Director of DPH announced the integration of STD Programs, HIV Epidemiology, and the Office of AIDS Programs and Policy into the Division of HIV and STD Programs. The announcement of the integration of these three programs halted plans to release the RFP in 2011 because further modifications to the RFP were required to include STD required components into the system and ensure its ability to match with multiple data systems across surveillance programs. Upon further discussion, it was determined that DPH would not move forward with the development of the HAPCIS RFP, as DPH is developing a new data system that will fulfill the needs expressed in the HAPCIS RFP. Since Casewatch meets the current needs for reporting requirements to federal funders, and since a great deal of historic data are contained within Casewatch, DPH is requesting continuation of this contract with ACMS, the Casewatch vendor, so that data collection efforts are not jeopardized or interrupted until a new system is developed.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended actions will allow DPH to provide uninterrupted HIV/AIDS Data Management activities to DPH-contracted care providers and federal funders for the provision of data collection and reporting of contract deliverables for HIV/AIDS care services delivered to County residents.

The Honorable Board of Supervisors

2/5/2013

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Respectfully submitted,

A handwritten signature in blue ink that reads "Jonathan E. Fielding". The signature is written in a cursive, flowing style.

JONATHAN E. FIELDING, M.D., M.P.H.

Director and Health Officer

JEF:MJP:jlh

BL # 02519

Enclosures

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

Contract No. H-204251-18

**HUMAN IMMUNODEFICIENCY VIRUS (HIV)/
ACQUIRED IMMUNE DEFICIENCY SYNDROME (AIDS)
DATA MANAGEMENT, TRAINING, SYSTEMS LICENSE AND
MAINTENANCE SERVICES AGREEMENT**

Amendment No. 18

THIS AMENDMENT is made and entered into this _____ day
of _____, 2013,

by and between

COUNTY OF LOS ANGELES
(hereafter "County"),

and

AUTOMATED CASE MANAGEMENT
SYSTEMS, INC.
(hereafter "Contractor").

WHEREAS, reference is made to that certain document entitled " HUMAN IMMUNODEFICIENCY VIRUS (HIV)/ACQUIRED IMMUNE DEFICIENCY SYNDROME (AIDS) DATA MANAGEMENT, TRAINING, SYSTEMS LICENSE AND MAINTENANCE SERVICES AGREEMENT", dated January 3, 1995, and further identified as Agreement Number H-204251, and any Amendments thereto (all hereafter "Agreement"); and

WHEREAS, it is the intent of the parties hereto to extend Agreement and provide other changes set forth herein; and

WHEREAS, said Agreement provides that changes may be made in the form of a written amendment which is formally approved and executed by the parties; and

WHEREAS, the Amendment Format has been approved by County Counsel.

NOW, THEREFORE, the parties hereto agree as follows:

1. This Amendment shall be effective March 1, 2013.

2. The first paragraph of Paragraph 1, TERM, shall be amended to read as follows:

“1. TERM: The term of this Agreement shall commence on January 3, 1995 and continue in full force and effect through February 28, 2015, subject to the availability of federal, State, or County funding sources. In any event, County may terminate this Agreement in accordance with the TERMINATION Paragraphs of the ADDITIONAL PROVISIONS hereunder.”

3. Paragraph 2, DESCRIPTION OF SERVICES, shall be amended to read as follows:

“2. DESCRIPTION OF SERVICES: Contractor shall provide the services described in Exhibits AA, AA-1, AA-2 and Schedule(s), attached hereto and incorporated herein by reference.”

4. Paragraph 4, MAXIMUM OBLIGATION OF COUNTY, Subparagraphs V and W, shall be added to read as follows:

“4. MAXIMUM OBLIGATION OF COUNTY:

V. During the period of March 1, 2013 through February 28, 2014, the maximum obligation of County for all services provided hereunder shall not exceed Six Hundred Thousand Dollars (\$600,000).

Such maximum obligation is comprised of Ryan White Program, Part A funds. This sum represents the total maximum obligation of County as shown in Schedule 31, attached hereto and incorporated herein by reference.

W. During the period of March 1, 2014 through February 28, 2015,

the maximum obligation of County for all services provided hereunder shall not exceed Six Hundred Thousand Dollars (\$600,000).

Such maximum obligation is comprised of Ryan White Program, Part A funds. This sum represents the total maximum obligation of County as shown in Schedule 32, attached hereto and incorporated herein by reference.”

5. Paragraph 5, COMPENSATION, shall be amended to read as follows:

“5. COMPENSATION: County agrees to compensate Contractor for performing services hereunder for actual reimbursable net cost as set forth in Schedules 31 and 32, and the BILLING AND PAYMENT Paragraph of the Agreement. Invoices and cost reports must be submitted and will be reimbursed in accordance with approved line-item detailed budgets.”

6. Paragraph 7, FUNDING/SERVICES ADJUSTMENTS AND REALLOCATIONS, Subparagraph A, shall be replaced in its entirety to read as follows:

“7. FUNDING/SERVICES ADJUSTMENTS AND REALLOCATIONS:

A. Upon Director’s specific written approval, as authorized by the County’s Board of Supervisors, County may: 1) increase or decrease funding up to 10 percent above or below each term’s annual base maximum obligation; and 2) make modifications to or within budget categories, and make corresponding service adjustments, as necessary. Such adjustments may be made based on the following: (a) if additional monies are available from federal, State, or County funding sources; (b) if a reduction of monies occurs from federal, State, or County funding

sources; and/or (c) if County determines from reviewing Contractor's records of service delivery and billings to County that an underutilization of funds provided under this Contract will occur over its term.

All funding adjustments and reallocation as allowed under this Paragraph may be effective upon amendment execution or at the beginning of the applicable contract term, to the extent allowed by the funding source and as authorized by the County's Board of Supervisors. Adjustments and reallocations of funds in excess of the aforementioned amount shall require separate approval by County's Board of Supervisors. Any change to the County maximum obligation or reallocation of funds between schedules in this Contract shall be effectuated by an administrative amendment to this Contract pursuant to the ALTERATION OF TERMS/AMENDMENTS Paragraph of this Contract. Any modification to or within schedule budget categories shall be effectuated by a change notice that shall be incorporated into and become part of this Contract pursuant to the ALTERATION OF TERMS/AMENDMENTS Paragraph of this Contract."

7. Paragraph 12, GENERAL PROVISIONS FOR ALL INSURANCE COVERAGE, Subparagraphs D and E, shall be amended to read as follows:

"12. GENERAL PROVISIONS FOR ALL INSURANCE COVERAGE:

D. Cancellation of or Changes in Insurance: Contractor shall provide County with, or Contractor's insurance policies shall contain a provision that County shall receive, written notice of cancellation or any

change in Required Insurance, including insurer, limits of coverage, term of coverage or policy period. The written notice shall be provided to County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of the Agreement, in the sole discretion of the County, upon which the County may suspend or terminate this Agreement.

E. Failure to Maintain Insurance: Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Agreement, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. County, at its sole discretion, may obtain damages from Contractor resulting from said breach. Alternatively, the County may purchase the Required Insurance, and without further notice to Contractor, deduct the premium cost from sums due to Contractor or pursue Contractor reimbursement."

8. Paragraph 20, ALTERATIONS OF TERMS, shall be replaced in its entirety to read as follows:

"20. ALTERATIONS OF TERMS/AMENDMENTS:

A. The body of this Contract (including its ADDITIONAL PROVISIONS), and any Exhibit(s) attached hereto, fully expresses all understandings of the parties concerning all matters covered and shall

constitute the total Contract. No addition to, or alteration of, the terms of this Contract, whether by written or verbal understanding of the parties, their officers, employees or agents, shall be valid and effective unless made in the form of a written amendment to this Contract which is formally approved and executed by the parties in the same manner as this Contract.

B. The County's Board of Supervisors; the Chief Executive Officer or designee; or applicable State and/or federal entities, laws, or regulations may require the addition and/or change of certain terms and conditions in the Contract during the term of this Contract to comply with changes in law or County policy. The County reserves the right to add and/or change such provisions as required by the County's Board of Supervisors, Chief Executive Officer, or State or federal entity. To implement such changes, an Amendment to the Contract shall be prepared by Director and executed by the Contractor and Director, as authorized by the County's Board of Supervisors.

C. Notwithstanding Paragraph 20.A., in instances where the County's Board of Supervisors has delegated authority to the Director to amend this Contract to permit extensions or adjustments of the contract term; the rollover of unspent Contract funds; and/or an increase or decrease in funding up to 10 percent above or below each term's annual base maximum obligation, effective upon amendment execution or at the beginning of the applicable Contract term, and make corresponding

service adjustments, as necessary, an Administrative Amendment shall be prepared by Director and executed by the Contractor and Director, as authorized by the County's Board of Supervisors, and shall be incorporated into and become part of this Contract.

D. Notwithstanding Paragraph 20.A., in instances where the County's Board of Supervisors has delegated authority to the Director to amend this Contract to permit modifications to or within budget categories and corresponding adjustment of the scope of work tasks and/or activities and/or allow for changes to hours of operation, changes to service locations, and/or correction of errors in the Contract's terms and conditions, a written Change Notice shall be signed by the Director and Contractor, as authorized by the County's Board of Supervisors. The executed Change Notice shall be incorporated into and become part of this Contract."

9. Paragraph 34, COUNTY'S QUALITY ASSURANCE PLAN, of ADDITIONAL PROVISIONS, shall be amended to read as follows:

"34. COUNTY'S QUALITY ASSURANCE PLAN: County or its agent will evaluate Contractor's performance under this Agreement on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with all contract terms and performance standards. Contractor deficiencies which County determines are severe or continuing and that may place performance of this Agreement in jeopardy if not corrected will be reported to the Board of Supervisors. The report will include improvement/corrective action

measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate this Agreement or impose other penalties as specified in this Agreement.

The County maintains databases that track/monitor contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a contract term extension option.”

10. Effective on the date of this Amendment, Exhibits AA, AA-1, and AA-2, SCOPE(S) OF WORK FOR HIV/AIDS DATA MANAGEMENT, TRAINING, SYSTEMS LICENSE AND MAINTENANCE SERVICES, shall be attached hereto and incorporated herein by reference.

11. Effective on the date of this Amendment, Schedules 31 and 32, BUDGET FOR HIV/AIDS DATA MANAGEMENT, TRAINING, SYSTEMS LICENSE AND MAINTENANCE SERVICES, shall be attached hereto and incorporated herein by reference.

12. Except for the changes set forth herein above, Agreement shall not be changed in any respect by this Amendment.

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IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be subscribed by its Director of Public Health, and Contractor has caused this Amendment to be subscribed in its behalf by its duly authorized officer, the day, month, and year first above written.

COUNTY OF LOS ANGELES

By _____
Jonathan E. Fielding, M.D. M.P.H.
Director and Health Officer

AUTOMATED CASE MANAGEMENT
SYSTEMS, INC.

Contractor

By _____
Signature

Printed Name

Title _____
(AFFIX CORPORATE SEAL)

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL
JOHN F. KRATTLI
County Counsel

APPROVED AS TO CONTRACT
ADMINISTRATION:

Department of Public Health

By _____
Patricia Gibson, Chief
Contracts and Grants Division

BL#02519:jlrm

H-204251-18

EXHIBIT AA**AUTOMATED CASE MANAGEMENT SYSTEMS, INC.****HUMAN IMMUNODEFICIENCY VIRUS (HIV)/
ACQUIRED IMMUNE DEFICIENCY SYNDROME (AIDS)
DATA MANAGEMENT, TRAINING, SYSTEMS LICENSE AND
MAINTENANCE SERVICES**

1. Paragraph 2, COUNTY'S MAXIMUM OBLIGATION, shall be added to read as follows:

“2. COUNTY'S MAXIMUM OBLIGATION:

During the period of March 1, 2013 through February 28, 2014, that portion of County's maximum obligation which is allocated under this Exhibit for HIV/AIDS Data Management, Training, Systems License and Maintenance Services shall not exceed Six Hundred Thousand Dollars (\$600,000).

During the period of March 1, 2014 through February 28, 2015, that portion of County's maximum obligation which is allocated under the Exhibit for HIV/AIDS Data Management, Training, Systems License and Maintenance Services shall not exceed Six Hundred Thousand Dollars (\$600,000).”

2. Paragraph 3, COMPENSATION, shall be amended to read as follows:

“3. COMPENSATION: County agrees to compensate Contractor for performing services hereunder for actual reimbursable net cost as forth in Schedules 31 and 32, and the BILLING AND PAYMENT Paragraph of the

Agreement. Invoices and cost reports must be submitted and will be reimbursed in accordance with approved line-item detailed budgets.”

SCHEDULE 31**AUTOMATED CASE MANAGEMENT SYSTEMS, INC.****HIV/AIDS DATA MANAGEMENT, TRAINING, SYSTEMS LICENSE AND
MAINTENANCE SERVICES**

	<u>Budget Period</u> March 1, 2013 Through February 28, 2014
Salaries	\$ 0
Employee Benefits	\$ 0
Travel	\$ 0
Equipment	\$ 0
Supplies	\$ 0
Other Costs	\$ 600,000
Indirect Cost	\$ <u>0</u>
TOTAL PROGRAM BUDGET	\$ 600,000

During the term of this Agreement, any variation to the above budget must have prior written approval of the Division of HIV and STD Programs Director. Funds shall only be utilized for eligible program expenses. Invoices and cost reports must be submitted and will be reimbursed in accordance with approved line-item detailed budgets.

SCHEDULE 32**AUTOMATED CASE MANAGEMENT SYSTEMS, INC.****HIV/AIDS DATA MANAGEMENT, TRAINING, SYSTEMS LICENSE AND
MAINTENANCE SERVICES**

	<u>Budget Period</u> March 1, 2014 Through <u>February 28, 2015</u>	
Salaries	\$	0
Employee Benefits	\$	0
Travel	\$	0
Equipment	\$	0
Supplies	\$	0
Other Costs	\$	600,000
Indirect Costs	\$	<u>0</u>
TOTAL PROGRAM BUDGET	\$	600,000

During the term of this Agreement, any variation to the above budget must have prior written approval of the Division of HIV and STD Programs Director. Funds shall only be utilized for eligible program expenses. Invoices and cost reports must be submitted and will be reimbursed in accordance with approved line-item detailed budgets.

EXHIBIT AA-1
SCOPE OF WORK
March 1, 2013 – February 28, 2014

The Contractor shall achieve the following goals and objectives. Objectives are achieved by following the work plan, composed of implementation and evaluation activities. Activities are to be completed according to the stated time lines and are to be documented as specified.

This section may not list all required ACMS tasks and/or responsibilities. Statements made in this section in no way limit the responsibilities of ACMS and, where conflicts appear with other statements or requirements in this Scope of Work, the statement resulting in the greatest benefit to DHSP should be deemed the binding one.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
1.0 Provide Systems License Services	1.1 Provide Casewatch Millennium ® System Software Licenses as required by DHSP. License distribution must be approved by DHSP prior to delivery.	Begin 3/1/13 and ongoing	1.1 DHSP monthly report.
	1.2 Deliver, Install and Upgrade, when applicable, the most current version of the Casewatch Millennium® software for each License distributed.	Begin 3/1/13 and ongoing	1.2 DHSP monthly report.
	1.3 Conduct License Management activities. <ul style="list-style-type: none"> - Ensure the number of Licenses distributed coincide with the software deployed. - Ensure Licenses are assigned only when the software product is deployed and utilized. - Ensure all unapproved or unauthorized instances of software are reported to DHSP. - Uninstall and redistribute Licenses that are no longer utilized. - Track each License distributed. - Report over and under licensing to DHSP. 	Begin 3/1/13 and ongoing	1.3 License management activity documentation will be kept on file and available for DHSP review upon request.
	1.4 Develop and maintain a software license registry and inventory for the Casewatch Millennium®. <ul style="list-style-type: none"> - Product edition - Product version - Product release date - Product description 	Begin 3/1/13 and ongoing	1.4 License registry and inventory documentation will be kept on file and available for DHSP review upon request.

EXHIBIT AA-1
SCOPE OF WORK
March 1, 2013 – February 28, 2014

The Contractor shall achieve the following goals and objectives. Objectives are achieved by following the work plan, composed of implementation and evaluation activities. Activities are to be completed according to the stated time lines and are to be documented as specified.

This section may not list all required ACMS tasks and/or responsibilities. Statements made in this section in no way limit the responsibilities of ACMS and, where conflicts appear with other statements or requirements in this Scope of Work, the statement resulting in the greatest benefit to DHSP should be deemed the binding one.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
2.0 Provide Data Administration Services 2A.0 Database Administration	1.5 Document License Distribution. - User Name - Location, telephone - Issued Date - Type of user	Begin 3/1/13 and ongoing	1.5 License documentation will be kept on file and available for DHSP review upon request.
	2.1 Provide data administration services as follows, but not limited to:	Begin 3/1/13 and ongoing	2.1 Database Administration procedures, protocols, and documentation will be kept on file and available for DHSP review upon request.
	2A.1 Perform all the Database Administration functions for Casewatch.	Begin 3/1/13 and ongoing	2A.1 Database Administration procedures, protocols, and documentation will be kept on file and available for DHSP review upon request.
	2A.2 Implement data standardization as indicated by DHSP.	Begin 3/1/13 and ongoing	2A.2 Data standardization documentation will be kept on file and available for DHSP review upon request.
	2A.3 Implement and manage data tune-ups and other DBA tasks. - Perform database tune-ups and synchronization regularly and on schedule. - Create/modify Caché database user accounts. - Record all Cache database modifications and events in log.	Begin 3/1/13 and ongoing	2A.3 Data synchronization documentation will be kept on file and available for DHSP review upon request.

EXHIBIT AA-1
SCOPE OF WORK
March 1, 2013 – February 28, 2014

The Contractor shall achieve the following goals and objectives. Objectives are achieved by following the work plan, composed of implementation and evaluation activities. Activities are to be completed according to the stated time lines and are to be documented as specified.

This section may not list all required ACMS tasks and/or responsibilities. Statements made in this section in no way limit the responsibilities of ACMS and, where conflicts appear with other statements or requirements in this Scope of Work, the statement resulting in the greatest benefit to DHSP should be deemed the binding one.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
2B.0 Database Security	<ul style="list-style-type: none"> - Restart the Caché database immediately. Casewatch must be up and running within one hour after crashes or power failures. - Upgrade Caché database regularly and as required. <p>2B.1 Manage all aspects of database security including, but not limited to:</p> <ul style="list-style-type: none"> - Ensure only approved users have access to application system functions and "data" for which they are authorized. - Secure the database from intrusion by hackers. System should generate a message following an attempted security break. - Secure the database "data" from mistakes made by ACMS' development staff, maintenance staff, and production database administrator/s. - Secure the database from all sources of invalid "data" including records imported from the Electronic Data Interchange (EDI) modules and/or other servers, and "data" from other ACMS or DHSP application software. - Secure all data and information provided or processed through or on Casewatch, its various functions/modules, all interfaces (to or from). This has to be (at a minimum) to the specifications required by Governmental Authorities and applicable law. 	Begin 3/1/13 and ongoing	2B.1 User, logging activities, system rights, intrusion, error logs and data validation reports will be kept on file and available for DHSP review upon request.

EXHIBIT AA-1
SCOPE OF WORK
March 1, 2013 – February 28, 2014

The Contractor shall achieve the following goals and objectives. Objectives are achieved by following the work plan, composed of implementation and evaluation activities. Activities are to be completed according to the stated time lines and are to be documented as specified.

This section may not list all required ACMS tasks and/or responsibilities. Statements made in this section in no way limit the responsibilities of ACMS and, where conflicts appear with other statements or requirements in this Scope of Work, the statement resulting in the greatest benefit to DHSP should be deemed the binding one.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
2C.0 Database Maintenance	2B.2 Provide and maintain secure login procedures including the following: <ul style="list-style-type: none"> - Intruder Detection – incorrect login attempts. - Password Restrictions – minimum password length, forced periodic changes, unique passwords and limited grace logons. 	Begin 3/1/13 and ongoing	2B.2 Security logs will be kept on file and available for DHSP review upon request.
	2B.3 Develop and Implement Security Access Control Groups in Casewatch Millennium®. <ul style="list-style-type: none"> - Security access control group must ensure that authenticated users have access to the functionality and information that they required and are authorized to and no more. 	Begin 3/1/13 and ongoing	2B.3 Security Access Control Group documentation will be submitted to DHSP.
2D.0 Database Backup and Recovery	2C.1 Monitor the database performance. <ul style="list-style-type: none"> - Perform active monitoring and tracking of database performance, disk size allocation, and overall system (application and database) responsiveness. - Install DBMS upgrades and manage all changes to the database. 	Begin 3/1/13 and ongoing	2C.1 Upgrades and performance documentation will be kept on file and available for DHSP review upon request.
	2D.1 Perform Database Backup and Recovery as indicated by DHSP. <ul style="list-style-type: none"> - Perform system Backup and Recovery of the Casewatch database and application software. This has to be performed with a documented, tested, and automated method/s and tool/s to ensure fastest recovery and integrity of both the database and the application. 	Begin 3/1/13 and ongoing	2D.1 Database recovery plan documentation will be submitted to DHSP. If revisions are made to the recovery plan, such revised portion of the plan must be submitted to DHSP.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
2E.0 Data Encryption	<ul style="list-style-type: none"> - Implement procedures to restore the database by having several ways of recovering the database information. - Implement a disaster recovery plan in coordination with DHSP allowing no more than one hour of system downtime. <p>2E.1 Implement and maintain data encryption implementation in Casewatch.</p> <ul style="list-style-type: none"> - At the point where sensitive data first enters the application. - As the data are transmitted between user and the server, EDI processing, and Shadow server. - Where the Casewatch data are stored on a server and database. - Where application data are managed, such as via backup facilities. 	Begin 3/1/13 and ongoing	2E.1 Encryption methodology will be submitted to DHSP.
2F.0 Data Conversion and Migration	<p>2F.1 Provide data conversion and migration services as follows, but not limited to:</p> <p>2F.2 Data Extraction</p> <ul style="list-style-type: none"> - Process data extraction for each of the internal repository sources in the Casewatch Millennium® system. 	<p>Begin 3/1/13 and ongoing</p> <p>Begin 3/1/13 and ongoing</p>	<p>2F.1 Data conversion and migration services will be reported to DHSP.</p> <p>2F.2 Data will be extracted and submitted in an agreed structured format to DHSP.</p>

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
3.0 Provide Database Design and Modification Services	<ul style="list-style-type: none"> - Provide output files of information containing agreed data components in an agreed structured format (e.g. text delimited, Excel) generated according to an agreed running schedule. 		
	2F.3 Data Transport <ul style="list-style-type: none"> - Transport extracted data in a specify form from the source system, Casewatch to DHSP or specify entity for processing, via a temporary storage medium. 	Begin 3/1/13 and ongoing	2F.3 Extracted data will be transported via a storage medium and submitted to DHSP.
	3.1 Provide Database Flexibility <ul style="list-style-type: none"> - Provide the ability for the database and the application system to accommodate all future growth in capacity and capability as new additional requirements come. - Ensure Casewatch database and the application system modules are flexible and easy to use. - Provide high level of flexibility to the Casewatch form, reports, and process flow. 	Begin 3/1/13 and ongoing	3.1 Database flexibility documentation will be kept on file and available for DHSP review upon request.
	3.2 Modify Database Designs <ul style="list-style-type: none"> - Ensure that the Database modification processes (Add, Delete, or Modify schema) of databases, tables, data sets, and fields is performed without any service interruptions and with relative ease. 	Begin 3/1/13 and ongoing	3.2 Database design documentation will be kept on file and available for DHSP review upon request.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
4.0 Provide Reporting Services	<ul style="list-style-type: none"> - Ensure the accuracy of "data" values whenever database modifications are performed. - Provide database model (subschema) and documentations of changes when ever database modifications are performed. - Establish database relationships or methods to ensure database integrity and facilitate future data mining and reporting tools. 	Begin 3/1/13 and ongoing	3.3 Data integrity documentation and reports will be kept on file and available for DHSP review upon request.
	3.3 Implement and Maintain Data Integrity <ul style="list-style-type: none"> - Ensure that the integrity of "data" must be guaranteed and documented with an up to date Database design diagram at all times. - Implement database constraints to enforce new business rules once they are identified by DHSP 		
	4.1 Provide User Friendly reporting function and effective report layouts as indicated by DHSP. <ul style="list-style-type: none"> - All reports are to provide the specified information, and are understandable, legible, and generated and submitted in a 24 hour period. 	Begin 3/1/13 and ongoing	4.1 Letter(s) of DHSP approval and reports will be kept on file.
	4.2 Make reports available for every data element collected in the system.	Begin 3/1/13 and ongoing	4.2 Run any report on any given time based on the data collected from Casewatch.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
4A.0 Standard Reports	4.3 Provide the ability for users to view and print reports via local or network printer.	Begin 3/1/13 and ongoing	4.3 Print reports via local or network printer at any given time.
	4A.1 Prepare and provide DHSP with access to Standard Casewatch Reports on such dates or at such time intervals and in such format as indicated by DHSP.	Begin 3/1/13 and ongoing	4A.1 Run Standard reports at any given time.
	4A.2 Remain current at all times on reporting expectations for HRSA, CDC, State-OA, and DHSP.	Begin 3/1/13 and ongoing	4A.2 Run HRSA, CDC, and State-OA reports.
	4A.3 Provide aggregate, comparable, demographic and geographic reports and make accessible and available at any given time.	Begin 3/1/13 and ongoing	4A.3 Run any given aggregate, comparable, demographic, and geographic report at any given time.
4B.0 Ad Hoc Reports	4A.4 Provide very detailed Clients and services level reports and make accessible and available at any given time.	Begin 3/1/13 and ongoing	4A.4 Run any given aggregate, comparable, demographic, and geographic report at any given time.
	4B.1 Provide Ad Hoc reporting capability through a user-friendly graphical interface.	Begin 3/1/13 and ongoing	4B.1 Run Ad Hoc reports through the user-friendly graphical interface on a daily, weekly, or monthly basis.
	4B.2 Provide canned reports and make available from a menu. - Provide the ability to filter the data on each report.	Begin 3/1/13 and ongoing	4B.2 Run canned reports from the given menu with the applicable filtering on a daily, weekly, or monthly basis.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
4C.0 Implement and maintain a Centralized Reporting Graphical User Interface	4C.1 Implement a centralized user-friendly graphical interface that gives the user the full flexibility of the system and the capability to run all reports under one screen, form or menu. <ul style="list-style-type: none"> - Make available any section specific and/or related field for query. - Provide the ability to sort data by multiple fields. - Provide the ability to get full print control functions such as, print preview, pagination and layout controls. 	Begin 3/1/13 and ongoing	4C.1 Review and test the centralized user-friendly graphical interface in the server. All GUI reporting features documentation will be kept on file and available for DHSP review upon request.
4D.0 Implement Filtering Parameters to the Centralized Reporting GUI	4D.1 Maintain field parameters up-to-date on to the centralized reporting GUI for the following data fields, but not limited to: <ul style="list-style-type: none"> - Date, Month, Year parameters selection. - Provider and Site parameter selection - SPA parameter selection - Services Category, Sub Category, and Service, - Ethnicity, Age, and Gender parameter selection - Contract Number 	Begin 3/1/13 and ongoing	4D.1 Review and test the parameter selection on user-friendly graphical interface in the report server. All GUI reporting features documentation will be kept on file and available for DHSP review upon request.
4E.0 Shadow Server	4E.1 Provide shadow server maintenance. <ul style="list-style-type: none"> - Shadow server is to be the exact replica and serve as the full back-up of the Casewatch Millennium®. - Keep server's data up-to-date by replicating Casewatch's data onto the shadow server on a daily basis. 	Begin 3/1/13 and ongoing	4E.1 Test shadow server by running various reports and viewing information.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
5.0 Data Extraction Requirements	<ul style="list-style-type: none"> - Provide the ability for the shadow server to accommodate all future growth in capacity and capability as new additional requirements are identified. - Shadow server is to be the exact replica of the Casewatch Millennium®. 		
	<p>5.1 Data extraction requirements for DHSP, State-OA, CDC, and HRSA.</p> <p>5.2 Provide in a predefine format all the data, including historical and archive data, collected in the Casewatch Millennium® and preceding application systems to DHSP electronically via a method indicated by DHSP.</p> <ul style="list-style-type: none"> - All data must be exported as requested by DHSP. 	<p>Begin 3/1/13 and ongoing</p> <p>Begin 3/1/13 and ongoing</p>	<p>5.1 Data set log will be kept on file and available for DHSP to review upon request.</p> <p>5.2 Data set log will be kept on file and available for DHSP to review upon request.</p>
6.0 Provide Application System Modification and Programming Services	<p>6.1 Provide system application modification as needed or as requested by DHSP not to exceed 800 programming hours for the term (programming hour cap applies to 6.0, 6.1 and 6.2 together).</p> <ul style="list-style-type: none"> - Provision for Casewatch changes requested by DHSP, in order to collect data more efficiently. 	Begin 3/1/13 and ongoing	6.1 DHSP monthly status report.
	<p>6.2 Provide programming support.</p> <ul style="list-style-type: none"> - Perform Bug fixes and enhancements. 	Begin 3/1/13 and ongoing	6.2 DHSP monthly status report.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
7.0 Provide on-going Electronic Data Interchange (EDI) services to Care System providers.	6.3 Provide programs modification for the Casewatch's Electronic Data Interface (EDI) module for new agencies as requested by DHSP.	Begin 3/1/13 and ongoing	6.3 EDI modification documentation will be kept on file and available for DHSP review upon request.
	7.1 Support the use of Electronic Data Interchange (EDI) to Care Services providers as indicated by DHSP. - Support all inbound/outbound EDI transactions, data standards, code sets and industry standards and extension such as, but not limited to CPT4.	Begin 3/1/13 and ongoing	7.1 DHSP monthly status report.
	7.2 Perform data validation and apply methods and rules to ensure data quality in the EDI module.	Begin 3/1/13 and ongoing	7.2 System documentation and logs will be kept on file and available for DHSP review upon request.
	7.3 Make available all data imported by the EDI module in all Casewatch modules and functions, including, but not limited to: - Add, Delete, Modify/Editing and reporting	Begin 3/1/13 and ongoing	7.3 Monthly Electronic generated Casewatch report.
	7.4 Provide the feature to perform interface data maintenances for all Casewatch EDI transmitted data:- - Adding, Deleting, Modifying and View/Print.	Begin 3/1/13 and ongoing	7.4 Maintenance logs will be kept on file and available for DHSP review upon request.
	7.5 Installation of new Electronic Data Interchange (EDI) module must be approved by DHSP prior to initiating work.	Begin 3/1/13 and ongoing	7.5 Letter(s) of DHSP approval and materials will be kept on file.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
8.0 Quality Assurance & Utilization Review of Care Services	8.1 Collaborate with DHSP to maintain a quality assurance system to monitor the quality of Care Services. <ul style="list-style-type: none"> - Compile data using sampling techniques, statistical analysis and computer resources. - Assist DHSP to analyze and interpret data to determine quality of patient care and to identify problems, patterns, and high-risk activities. - Assist DHSP to disseminates data and results of studies; develop and maintain clinical and administrative records and reporting systems. 	Begin 3/1/13 and ongoing	8.1 Letter(s) of DHSP approval and materials will be kept on file.
8A.0 Casewatch Data Quality Assurance	8A.1 Collaborate with DHSP Data Management to maintain and support Data Quality Assurance tasks. <ul style="list-style-type: none"> - Collaborate with DHSP in identifying and developing data standards, validation rules, database constraints, and business rules. - Maintain system, module, function, and form level data entry validation rules, database constraints, business rules, and data standards. - The implementation of database and application system validations, database constraints, and business rules must enable rejection of all types of data that don't conform to these rules. 	Begin 3/1/13 and ongoing	8A.1 Letter(s) of DHSP approval and materials will be kept on file.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
9.0 Provide Regular System Updates	<ul style="list-style-type: none"> Additionally utilize Data Entry/Maintenance Reports "Error Report" to print data with discrepancies, errors, and problems from a temporary file. 		
	<p>9.1 Provide application system software updates as needed to all HIV Care Services providers and DHSP.</p> <p>9.2 Install and configure the server software updates and the client software updates to all Providers. ACMS will then train the IT personnel assigned to the project for ongoing client software installations</p>	<p>Begin 3/1/13 and ongoing</p> <p>Begin 3/1/13 and ongoing</p>	<p>9.1 DHSP monthly status report.</p> <p>9.2 DHSP monthly status report.</p>
10.0 Provide Application System Support	<p>10.1 Provide system configuration, installation, and set up support for Casewatch users.</p> <p>10.2 Provide maintenance for all the Casewatch modules including the following functions:</p> <ul style="list-style-type: none"> - Adding, Deleting, Modifying, and Programming 	<p>Begin 3/1/13 and ongoing</p> <p>Begin 3/1/13 and ongoing</p>	<p>10.1 DHSP monthly status report.</p> <p>10.2 System documentation, diagrams, and logs will be kept on file and available for DHSP review upon request</p>
10A.0 Provide Application Systems Administration	<p>10A.1 Provide application development support to keep the application operating in a changing business & technical environment.</p> <ul style="list-style-type: none"> - Create/modify Casewatch Application System user accounts. - Record all Application System/Modules modifications and events in log. - Restart the Application System within one hour after panics, crashes, or power failures. 	Begin 3/1/13 and ongoing	10A.1 DHSP monthly status report. System maintenance and modification, user, and event logs will be kept on file and available for DHSP review upon request.

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11.0 Provide End-User Support	<ul style="list-style-type: none"> - Upgrade Casewatch Application System regularly and as required. 		
	11.1 Casewatch end user support includes, but not limited to: <ul style="list-style-type: none"> - Provide on-going telephone customer support and help desk coverage. - Return phone calls within thirty minutes. - Provide help desk support and coordinate resolution when a problem arises with the system. - Employ a help-desk system as a tool for managing duties, communicating issues and to generate daily, weekly and monthly log reports. - Implement a triage system for all Casewatch technology needs and inquiries from providers and DHSP. - Provide services from 8:00 A.M. and 5:00 P.M., Monday through Friday, Pacific Time, excluding Los Angeles County legal holidays. 	Begin 3/1/13 and ongoing	11.1 DHSP monthly status report.
	11.1 Resolve Casewatch user problems for all related modules. 11.2 Provide Software support <ul style="list-style-type: none"> - Install, configure, and setup the Casewatch application, including the installation and 	Begin 3/1/13 and ongoing Begin 3/1/13 and ongoing	11.1 Support log will be kept on file and available for DHSP review upon request. 11.2 DHSP monthly status report.

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12.0 Provide Implementation Services	updating of drivers and other files necessary to allow the application to work properly on all users' computers. These activities apply to all providers and DHSP on an ongoing-basis.		
	12.1 Migrate new providers to Casewatch.	Begin 3/1/13 and ongoing	12.1 DHSP monthly status report.
	12.2 Submit Implementation Plan Submit a written implementation plan showing: - List of tasks - Task duration - Milestones - Resource levels and allocation - Resource levels and allocation ACMS must submit a written plan explaining any possible constraints or deviations to the submitted plan.	Begin 3/1/13 and ongoing	12.2 Implementation Plan will be submitted to DHSP for approval.
13.0 System Documentation	12.3 Install and configure the server software and the client software to all Providers and train the IT personnel assigned to the project for ongoing client software installations.	Begin 3/1/13 and ongoing	12.3 Implementation Plan will be submitted to DHSP.
	13.1 Provide Casewatch Millennium® Manuals.	Begin 3/1/13 and ongoing	13.1 Manuals will be submitted to DHSP.
	13.2 Provide User Manual - User Manual must be updated annually or as requested by DHSP. - Determine the effectiveness of the user manual by documenting feedback from users.	Begin 3/1/13 and ongoing	13.2 User Manual will be annually submitted to DHSP.

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14.0 Data Dictionary Maintenance	13.3 Provide Administration and Operations Manual <ul style="list-style-type: none"> - Manuals must be updated annually or as requested by DHSP. 	Begin 3/1/13 and ongoing	13.3 Administration and Operations Manuals will be annually submitted to DHSP.
	13.4 Maintain an up-to-date Casewatch's dictionary's data element documentation as followed: <ul style="list-style-type: none"> - Data Element Name - Description - Physical Attributes - Validation Rules and Business Rules associated with the data element - Default Values 	Begin 3/1/13 and ongoing	13.4 Data element documentation will be kept on file kept and available for DHSP review upon request.
	13.5 Maintain an up-to-date documentation on how the Casewatch's Electronic Data Interface (EDI) module software provides data validation.	Begin 3/1/13 and ongoing	13.5 EDI's data validation documents will be kept on file and available for DHSP review upon request.
	13.6 Maintain an up-to-date documentation on the methodologies, algorithms, and business rules utilized by the Casewatch's Electronic Data Interface (EDI) module.	Begin 3/1/13 and ongoing	13.6 Methodologies, algorithms, and business rules documentation will be kept on file and available for DHSP review upon request.
	14.1 Create, update and maintain system dictionaries and tables, including service provider specific fee schedules.	Begin 3/1/13 and ongoing	14.1 Logs will be kept on file and available for DHSP review upon request.
	14.2 Provide maintenance of all Casewatch dictionaries including, but not limited to:	Begin 3/1/13 and ongoing	14.2 System documentation, diagrams, and logs will be kept on file and available for

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15.0 Provide Training Services	- Adding, Deleting, Modifying, & Programming		DHSP review upon request.
	15.1 Provide hands-on technical software training to DHSP personnel as needed or as requested by DHSP.	Begin 3/1/13 and ongoing	15.1 DHSP monthly status report.
	15.2 Provide classroom and hands-on Casewatch application training to provider's end-users and DHSP staff.	Begin 3/1/13 and ongoing	15.2 Classroom location and capacity report will be submitted to DHSP.
	15.3 Provide up to date training materials to all attendees. - Material must be updated annually or as requested by DHSP	Begin 3/1/13 and ongoing	15.3 Training materials will be submitted to DHSP.
	15.4 Provide a "Train the Trainer" curriculum with training materials.	Begin 3/1/13 and ongoing	15.4 Curriculum will be submitted to DHSP.
	15.5 Provide a training curriculum to be approved by DHSP in writing fifteen (15) days prior to training.	Begin 3/1/13 and ongoing	15.5 Training curriculum will be submitted to DHSP for approval.
	15.6 Submit a list of available training sessions with content overview.	Begin 3/1/13 and ongoing	15.6 Training schedule will be submitted to DHSP.
	15.7 Submit a training plan for both providers and DHSP personnel.	Begin 3/1/13 and ongoing	15.7 Training plan will be submitted to DHSP.
	15.8 Submit examples of the existing training material.	Begin 3/1/13 and ongoing	15.8 Existing material will be submitted to DHSP.
	15.9 Create monthly training schedule. (Classes will be offered weekly for each service category.)	Begin 3/1/13 and ongoing	15.9 Monthly schedule will be submitted to DHSP.

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	<p>15.10 Distribute class schedule to all providers and DHSP staff at least one month prior to the training.</p> <p>15.11 Conduct enrollment activities.</p> <p>15.12 Develop a post exam for the end-user trainee on the course content to determine if additional training is needed.</p> <ul style="list-style-type: none"> - If needed, re-scheduling of training must be provided. - Provide a certification of completion for trainees who pass the post exam and include a letter recommending a follow-up training every six months. <p>15.13 Distribute DHSP's class evaluation, which should be completed by the end-user that attends the class.</p> <p>15.14 Distribute DHSP's Confidentiality and Security statement form, which should be completed by the end-user that attend the class.</p> <ul style="list-style-type: none"> - Distribute, collect, and track forms. - A Casewatch user name and password shall be assigned upon completion of training and a signed Confidentiality and Security statement form. 	<p>Begin 3/1/13 and ongoing</p> <p>Begin 3/1/13 and ongoing</p> <p>Begin 3/1/13 and ongoing</p> <p>Begin 3/1/13 and ongoing</p>	<p>15.10 Monthly schedule will be submitted to DHSP one month prior to the training.</p> <p>15.11 Enrollment logs will be kept on file and available for DHSP review upon request.</p> <p>15.12 Incorporate post exam to determine effectiveness of training. Effectiveness documentation, post exams and certifications will be kept on file and available for DHSP review upon request.</p> <p>15.13 Class evaluations will be submitted to DHSP</p> <p>15.14 Confidentiality and Security statement form will be kept on file and available for DHSP review upon request.</p>

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
1.0 Provide Systems License Services	1.1 Provide Casewatch Millennium ® System Software Licenses as required by DHSP. License distribution must be approved by DHSP prior to delivery.	Begin 3/1/14 and ongoing	1.1 DHSP monthly report.
	1.2 Deliver, Install and Upgrade, when applicable, the most current version of the Casewatch Millennium® software for each License distributed.	Begin 3/1/14 and ongoing	1.2 DHSP monthly report.
	1.3 Conduct License Management activities. <ul style="list-style-type: none"> - Ensure the number of Licenses distributed coincide with the software deployed. - Ensure Licenses are assigned only when the software product is deployed and utilized. - Ensure all unapproved or unauthorized instances of software are reported to DHSP. - Uninstall and redistribute Licenses that are no longer utilized. - Track each License distributed. - Report over and under licensing to DHSP. 	Begin 3/1/14 and ongoing	1.3 License management activity documentation will be kept on file and available for DHSP review upon request.
	1.4 Develop and maintain a software license registry and inventory for the Casewatch Millennium®. <ul style="list-style-type: none"> - Product edition - Product version - Product release date - Product description 	Begin 3/1/14 and ongoing	1.4 License registry and inventory documentation will be kept on file and available for DHSP review upon request.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
2.0 Provide Data Administration Services 2A.0 Database Administration	1.5 Document License Distribution. - User Name - Location, telephone - Issued Date - Type of user	Begin 3/1/14 and ongoing	1.5 License documentation will be kept on file and available for DHSP review upon request.
	2.1 Provide data administration services as follows, but not limited to:	Begin 3/1/14 and ongoing	2.1 Database Administration procedures, protocols, and documentation will be kept on file and available for DHSP review upon request.
	2A.1 Perform all the Database Administration functions for Casewatch.	Begin 3/1/14 and ongoing	2A.1 Database Administration procedures, protocols, and documentation will be kept on file and available for DHSP review upon request.
	2A.2 Implement data standardization as indicated by DHSP.	Begin 3/1/14 and ongoing	2A.2 Data standardization documentation will be kept on file and available for DHSP review upon request.
	2A.3 Implement and manage data tune-ups and other DBA tasks. - Perform database tune-ups and synchronization regularly and on schedule. - Create/modify Caché database user accounts. - Record all Cache database modifications and events in log.	Begin 3/1/14 and ongoing	2A.3 Data synchronization documentation will be kept on file and available for DHSP review upon request.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
2B.0 Database Security	<ul style="list-style-type: none"> - Restart the Caché database immediately. Casewatch must be up and running within one hour after crashes or power failures. - Upgrade Caché database regularly and as required. <p>2B.1 Manage all aspects of database security including, but not limited to:</p> <ul style="list-style-type: none"> - Ensure only approved users have access to application system functions and "data" for which they are authorized. - Secure the database from intrusion by hackers. System should generate a message following an attempted security break. - Secure the database "data" from mistakes made by ACMS' development staff, maintenance staff, and production database administrator/s. - Secure the database from all sources of invalid "data" including records imported from the Electronic Data Interchange (EDI) modules and/or other servers, and "data" from other ACMS or DHSP application software. - Secure all data and information provided or processed through or on Casewatch, its various functions/modules, all interfaces (to or from). This has to be (at a minimum) to the specifications required by Governmental Authorities and applicable law. 	Begin 3/1/14 and ongoing	2B.1 User, logging activities, system rights, intrusion, error logs and data validation reports will be kept on file and available for DHSP review upon request.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
2C.0 Database Maintenance	2B.2 Provide and maintain secure login procedures including the following: <ul style="list-style-type: none"> - Intruder Detection – incorrect login attempts. - Password Restrictions – minimum password length, forced periodic changes, unique passwords and limited grace logons. 	Begin 3/1/14 and ongoing	2B.2 Security logs will be kept on file and available for DHSP review upon request.
	2B.3 Develop and Implement Security Access Control Groups in Casewatch Millennium®. <ul style="list-style-type: none"> - Security access control group must ensure that authenticated users have access to the functionality and information that they required and are authorized to and no more. 	Begin 3/1/14 and ongoing	2B.3 Security Access Control Group documentation will be submitted to DHSP.
2D.0 Database Backup and Recovery	2C.1 Monitor the database performance. <ul style="list-style-type: none"> - Perform active monitoring and tracking of database performance, disk size allocation, and overall system (application and database) responsiveness. - Install DBMS upgrades and manage all changes to the database. 	Begin 3/1/14 and ongoing	2C.1 Upgrades and performance documentation will be kept on file and available for DHSP review upon request.
	2D.1 Perform Database Backup and Recovery as indicated by DHSP. <ul style="list-style-type: none"> - Perform system Backup and Recovery of the Casewatch database and application software. This has to be performed with a documented, tested, and automated method/s and tool/s to ensure fastest recovery and integrity of both the database and the application. 	Begin 3/1/14 and ongoing	2D.1 Database recovery plan documentation will be submitted to DHSP. If revisions are made to the recovery plan, such revised portion of the plan must be submitted to DHSP.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
2E.0 Data Encryption	<ul style="list-style-type: none"> - Implement procedures to restore the database by having several ways of recovering the database information. - Implement a disaster recovery plan in coordination with DHSP allowing no more than one hour of system downtime. <p>2E.1 Implement and maintain data encryption implementation in Casewatch.</p> <ul style="list-style-type: none"> - At the point where sensitive data first enters the application. - As the data are transmitted between user and the server, EDI processing, and Shadow server. - Where the Casewatch data are stored on a server and database. - Where application data are managed, such as via backup facilities. 	Begin 3/1/14 and ongoing	2E.1 Encryption methodology will be submitted to DHSP.
2F.0 Data Conversion and Migration	<p>2F.1 Provide data conversion and migration services as follows, but not limited to:</p> <p>2F.2 Data Extraction</p> <ul style="list-style-type: none"> - Process data extraction for each of the internal repository sources in the Casewatch Millennium® system. - Provide output files of information containing agreed data components in an agreed structured format (e.g. text delimited, Excel) 	<p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p>	<p>2F.1 Data conversion and migration services will be reported to DHSP.</p> <p>2F.2 Data will be extracted and submitted in an agreed structured format to DHSP.</p>

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
3.0 Provide Database Design and Modification Services	generated according to an agreed running schedule.		
	2F.3 Data Transport <ul style="list-style-type: none"> - Transport extracted data in a specify form from the source system, Casewatch to DHSP or specify entity for processing, via a temporary storage medium. 	Begin 3/1/14 and ongoing	2F.3 Extracted data will be transported via a storage medium and submitted to DHSP.
	3.1 Provide Database Flexibility <ul style="list-style-type: none"> - Provide the ability for the database and the application system to accommodate all future growth in capacity and capability as new additional requirements come. - Ensure Casewatch database and the application system modules are flexible and easy to use. - Provide high level of flexibility to the Casewatch form, reports, and process flow. 	Begin 3/1/14 and ongoing	3.1 Database flexibility documentation will be kept on file and available for DHSP review upon request.
	3.2 Modify Database Designs <ul style="list-style-type: none"> - Ensure that the Database modification processes (Add, Delete, or Modify schema) of databases, tables, data sets, and fields is performed without any service interruptions and with relative ease. - Ensure the accuracy of "data" values whenever database modifications are performed. - Provide database model (subschema) and documentations of changes when ever 	Begin 3/1/14 and ongoing	3.2 Database design documentation will be kept on file and available for DHSP review upon request.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
4.0 Provide Reporting Services	database modifications are performed.		
	<ul style="list-style-type: none"> - Establish database relationships or methods to ensure database integrity and facilitate future data mining and reporting tools. 		
	3.3 Implement and Maintain Data Integrity <ul style="list-style-type: none"> - Ensure that the integrity of "data" must be guaranteed and documented with an up to date Database design diagram at all times. - Implement database constraints to enforce new business rules once they are identified by DHSP - Ensure the accuracy of "data" values whenever data modifications are performed. 	Begin 3/1/14 and ongoing	3.3 Data integrity documentation and reports will be kept on file and available for DHSP review upon request.
	4.1 Provide User Friendly reporting function and effective report layouts as indicated by DHSP. <ul style="list-style-type: none"> - All reports are to provide the specified information, and are understandable, legible, and generated and submitted in a 24 hour period. 	Begin 3/1/14 and ongoing	4.1 Letter(s) of DHSP approval and reports will be kept on file.
	4.2 Make reports available for every data element collected in the system.	Begin 3/1/14 and ongoing	4.2 Run any report on any given time based on the data collected from Casewatch.
	4.3 Provide the ability for users to view and print reports via local or network printer.	Begin 3/1/14 and ongoing	4.3 Print reports via local or network printer at any given time.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
4A.0 Standard Reports	4A.1 Prepare and provide DHSP with access to Standard Casewatch Reports on such dates or at such time intervals and in such format as indicated by DHSP.	Begin 3/1/14 and ongoing	4A.1 Run Standard reports at any given time.
	4A.2 Remain current at all times on reporting expectations for HRSA, CDC, State-OA, and DHSP.	Begin 3/1/14 and ongoing	4A.2 Run HRSA, CDC, and State-OA reports.
	4A.3 Provide aggregate, comparable, demographic and geographic reports and make accessible and available at any given time.	Begin 3/1/14 and ongoing	4A.3 Run any given aggregate, comparable, demographic, and geographic report at any given time.
	4A.4 Provide very detailed Clients and services level reports and make accessible and available at any given time.	Begin 3/1/14 and ongoing	4A.4 Run any given aggregate, comparable, demographic, and geographic report at any given time.
4B.0 Ad Hoc Reports	4B.1 Provide Ad Hoc reporting capability through a user-friendly graphical interface.	Begin 3/1/14 and ongoing	4B.1 Run Ad Hoc reports through the user-friendly graphical interface on a daily, weekly, or monthly basis.
	4B.2 Provide canned reports and make available from a menu. - Provide the ability to filter the data on each report.	Begin 3/1/14 and ongoing	4B.2 Run canned reports from the given menu with the applicable filtering on a daily, weekly, or monthly basis.
4C.0 Implement and maintain a Centralized Reporting Graphical User Interface	4C.1 Implement a centralized user-friendly graphical interface that gives the user the full flexibility of the system and the capability to run all reports under one screen, form or menu. - Make available any section specific and/or related field for query.	Begin 3/1/14 and ongoing	4C.1 Review and test the centralized user-friendly graphical interface in the server. All GUI reporting features documentation will be kept on file and available for DHSP review upon request.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
4D.0 Implement Filtering Parameters to the Centralized Reporting GUI	<ul style="list-style-type: none"> - Provide the ability to sort data by multiple fields. - Provide the ability to get full print control functions such as, print preview, pagination and layout controls. <p>4D.1 Maintain field parameters up-to-date on to the centralized reporting GUI for the following data fields, but not limited to:</p> <ul style="list-style-type: none"> - Date, Month, Year parameters selection. - Provider and Site parameter selection - SPA parameter selection - Services Category, Sub Category, and Service, - Ethnicity, Age, and Gender parameter selection - Contract Number 	Begin 3/1/14 and ongoing	<p>4D.1 Review and test the parameter selection on user-friendly graphical interface in the report server. All GUI reporting features documentation will be kept on file and available for DHSP review upon request.</p>
4E.0 Shadow Server	<p>4E.1 Provide shadow server maintenance.</p> <ul style="list-style-type: none"> - Shadow server is to be the exact replica and serve as the full back-up of the Casewatch Millennium®. - Keep server's data up-to-date by replicating Casewatch's data onto the shadow server on a daily basis. - Provide the ability for the shadow server to accommodate all future growth in capacity and capability as new additional requirements are identified. - Shadow server is to be the exact replica of the Casewatch Millennium®. 	Begin 3/1/14 and ongoing	<p>4E.1 Test shadow server by running various reports and viewing information.</p>

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5.0 Data Extraction Requirements	5.1 Data extraction requirements for DHSP, State-OA, CDC, and HRSA.	Begin 3/1/14 and ongoing	5.1 Data set log will be kept on file and available for DHSP to review upon request.
	5.2 Provide in a predefine format all the data, including historical and archive data, collected in the Casewatch Millennium® and preceding application systems to DHSP electronically via a method indicated by DHSP. - All data must be exported as requested by DHSP.	Begin 3/1/14 and ongoing	5.2 Data set log will be kept on file and available for DHSP to review upon request.
6.0 Provide Application System Modification and Programming Services	6.1 Provide system application modification as needed or as requested by DHSP not to exceed 800 programming hours for the term (programming hour cap applies to 6.0, 6.1 and 6.2 together). - Provision for Casewatch changes requested by DHSP, in order to collect data more efficiently.	Begin 3/1/14 and ongoing	6.1 DHSP monthly status report.
	6.2 Provide programming support. - Perform Bug fixes and enhancements.	Begin 3/1/14 and ongoing	6.2 DHSP monthly status report.
	6.3 Provide programs modification for the Casewatch's Electronic Data Interface (EDI) module for new agencies as requested by DHSP.	Begin 3/1/14 and ongoing	6.3 EDI modification documentation will be kept on file and available for DHSP review upon request.
7.0 Provide on-going Electronic Data Interchange (EDI) services to Care System providers.	7.1 Support the use of Electronic Data Interchange (EDI) to Care Services providers as indicated by DHSP.	Begin 3/1/14 and ongoing	7.1 DHSP monthly status report.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
8.0 Quality Assurance & Utilization Review of Care Services	<ul style="list-style-type: none"> - Support all inbound/outbound EDI transactions, data standards, code sets and industry standards and extension such as, but not limited to CPT4. 		
	7.2 Perform data validation and apply methods and rules to ensure data quality in the EDI module.	Begin 3/1/14 and ongoing	7.2 System documentation and logs will be kept on file and available for DHSP review upon request.
	7.3 Make available all data imported by the EDI module in all Casewatch modules and functions, including, but not limited to: <ul style="list-style-type: none"> - Add, Delete, Modify/Editing and reporting 	Begin 3/1/14 and ongoing	7.3 Monthly Electronic generated Casewatch report.
	7.4 Provide the feature to perform interface data maintenances for all Casewatch EDI transmitted data:- <ul style="list-style-type: none"> - Adding, Deleting, Modifying and View/Print. 	Begin 3/1/14 and ongoing	7.4 Maintenance logs will be kept on file and available for DHSP review upon request.
	7.5 Installation of new Electronic Data Interchange (EDI) module must be approved by DHSP prior to initiating work.	Begin 3/1/14 and ongoing	7.5 Letter(s) of DHSP approval and materials will be kept on file.
	8.1 Collaborate with DHSP to maintain a quality assurance system to monitor the quality of Care Services. <ul style="list-style-type: none"> - Compile data using sampling techniques, statistical analysis and computer resources. - Assist DHSP to analyze and interpret data to determine quality of patient care and to identify 	Begin 3/1/14 and ongoing	8.1 Letter(s) of DHSP approval and materials will be kept on file.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
8A.0 Casewatch Data Quality Assurance	<p>problems, patterns, and high-risk activities.</p> <ul style="list-style-type: none"> - Assist DHSP to disseminates data and results of studies; develop and maintain clinical and administrative records and reporting systems. <p>8A.1 Collaborate with DHSP Data Management to maintain and support Data Quality Assurance tasks.</p> <ul style="list-style-type: none"> - Collaborate with DHSP in identifying and developing data standards, validation rules, database constraints, and business rules. - Maintain system, module, function, and form level data entry validation rules, database constraints, business rules, and data standards. - The implementation of database and application system validations, database constraints, and business rules must enable rejection of all types of data that don't conform to these rules. - Additionally utilize Data Entry/Maintenance Reports "Error Report" to print data with discrepancies, errors, and problems from a temporary file. 	Begin 3/1/14 and ongoing	8A.1 Letter(s) of DHSP approval and materials will be kept on file.
9.0 Provide Regular System Updates	<p>9.1 Provide application system software updates as needed to all HIV Care Services providers and DHSP.</p> <p>9.2 Install and configure the server software updates and the client software updates to</p>	<p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p>	<p>9.1 DHSP monthly status report.</p> <p>9.2 DHSP monthly status report.</p>

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10.0 Provide Application System Support	all Providers. ACMS will then train the IT personnel assigned to the project for ongoing client software installations		
	10.1 Provide system configuration, installation, and set up support for Casewatch users.	Begin 3/1/14 and ongoing	10.1 DHSP monthly status report.
	10.2 Provide maintenance for all the Casewatch modules including the following functions: - Adding, Deleting, Modifying, and Programming	Begin 3/1/14 and ongoing	10.2 System documentation, diagrams, and logs will be kept on file and available for DHSP review upon request
10A.0 Provide Application Systems Administration	10A.1 Provide application development support to keep the application operating in a changing business & technical environment. - Create/modify Casewatch Application System user accounts. - Record all Application System/Modules modifications and events in log. - Restart the Application System within one hour after panics, crashes, or power failures. - Upgrade Casewatch Application System regularly and as required.	Begin 3/1/14 and ongoing	10A.1 DHSP monthly status report. System maintenance and modification, user, and event logs will be kept on file and available for DHSP review upon request.
11.0 Provide End-User Support	11.1 Casewatch end user support includes, but not limited to: - Provide on-going telephone customer support and help desk coverage. - Return phone calls within thirty minutes.	Begin 3/1/14 and ongoing	11.1 DHSP monthly status report.

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
12.0 Provide Implementation Services	<ul style="list-style-type: none"> - Provide help desk support and coordinate resolution when a problem arises with the system. - Employ a help-desk system as a tool for managing duties, communicating issues and to generate daily, weekly and monthly log reports. - Implement a triage system for all Casewatch technology needs and inquiries from providers and DHSP. - Provide services from 8:00 A.M. and 5:00 P.M., Monday through Friday, Pacific Time, excluding Los Angeles County legal holidays. 		
	11.1 Resolve Casewatch user problems for all related modules.	Begin 3/1/14 and ongoing	11.1 Support log will be kept on file and available for DHSP review upon request.
	11.2 Provide Software support <ul style="list-style-type: none"> - Install, configure, and setup the Casewatch application, including the installation and updating of drivers and other files necessary to allow the application to work properly on all users' computers. These activities apply to all providers and DHSP on an ongoing-basis. 	Begin 3/1/14 and ongoing	11.2 DHSP monthly status report.
	12.1 Migrate new providers to Casewatch.	Begin 3/1/14 and ongoing	12.1 DHSP monthly status report.
	12.2 Submit Implementation Plan Submit a written implementation plan showing: <ul style="list-style-type: none"> - List of tasks 	Begin 3/1/14 and ongoing	12.2 Implementation Plan will be submitted to DHSP for approval.

EXHIBIT AA-2
SCOPE OF WORK
March 1, 2014 – February 28, 2015

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
13.0 System Documentation	<ul style="list-style-type: none"> - Task duration - Milestones - Resource levels and allocation - Resource levels and allocation ACMS must submit a written plan explaining any possible constraints or deviations to the submitted plan. 		
	12.3 Install and configure the server software and the client software to all Providers and train the IT personnel assigned to the project for ongoing client software installations.	Begin 3/1/14 and ongoing	12.3 Implementation Plan will be submitted to DHSP.
	13.1 Provide Casewatch Millennium® Manuals.	Begin 3/1/14 and ongoing	13.1 Manuals will be submitted to DHSP.
	13.2 Provide User Manual <ul style="list-style-type: none"> - User Manual must be updated annually or as requested by DHSP. - Determine the effectiveness of the user manual by documenting feedback from users. 	Begin 3/1/14 and ongoing	13.2 User Manual will be annually submitted to DHSP.
	13.3 Provide Administration and Operations Manual <ul style="list-style-type: none"> - Manuals must be updated annually or as requested by DHSP. 	Begin 3/1/14 and ongoing	13.3 Administration and Operations Manuals will be annually submitted to DHSP.
	13.4 Maintain an up-to-date Casewatch's dictionary's data element documentation as followed:	Begin 3/1/14 and ongoing	13.4 Data element documentation will be kept on file kept and available for DHSP review upon request.

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	<ul style="list-style-type: none"> - Data Element Name - Description - Physical Attributes - Validation Rules and Business Rules associated with the data element - Default Values 		
14.0 Data Dictionary Maintenance	13.5 Maintain an up-to-date documentation on how the Casewatch's Electronic Data Interface (EDI) module software provides data validation.	Begin 3/1/14 and ongoing	13.5 EDI's data validation documents will be kept on file and available for DHSP review upon request.
	13.6 Maintain an up-to-date documentation on the methodologies, algorithms, and business rules utilized by the Casewatch's Electronic Data Interface (EDI) module.	Begin 3/1/14 and ongoing	13.6 Methodologies, algorithms, and business rules documentation will be kept on file and available for DHSP review upon request.
	14.1 Create, update and maintain system dictionaries and tables, including service provider specific fee schedules.	Begin 3/1/14 and ongoing	14.1 Logs will be kept on file and available for DHSP review upon request.
	14.2 Provide maintenance of all Casewatch dictionaries including, but not limited to: <ul style="list-style-type: none"> - Adding, Deleting, Modifying, & Programming 	Begin 3/1/14 and ongoing	14.2 System documentation, diagrams, and logs will be kept on file and available for DHSP review upon request.
15.0 Provide Training Services	15.1 Provide hands-on technical software training to DHSP personnel as needed or as requested by DHSP.	Begin 3/1/14 and ongoing	15.1 DHSP monthly status report.
	15.2 Provide classroom and hands-on Casewatch application training to provider's end-users and DHSP staff.	Begin 3/1/14 and ongoing	15.2 Classroom location and capacity report will be submitted to DHSP.
	15.3 Provide up to date training materials to all		15.3 Training materials will be

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) & DOCUMENTATION
	<p>attendees.</p> <p>- Material must be updated annually or as requested by DHSP</p> <p>15.4 Provide a "Train the Trainer" curriculum with training materials.</p> <p>15.5 Provide a training curriculum to be approved by DHSP in writing fifteen (15) days prior to training.</p> <p>15.6 Submit a list of available training sessions with content overview.</p> <p>15.7 Submit a training plan for both providers and DHSP personnel.</p> <p>15.8 Submit examples of the existing training material.</p> <p>15.9 Create monthly training schedule. (Classes will be offered weekly for each service category.)</p> <p>15.10 Distribute class schedule to all providers and DHSP staff at least one month prior to the training.</p> <p>15.11 Conduct enrollment activities.</p> <p>15.12 Develop a post exam for the end-user trainee on the course content to determine if additional training is needed.</p>	<p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p>	<p>submitted to DHSP.</p> <p>15.4 Curriculum will be submitted to DHSP.</p> <p>15.5 Training curriculum will be submitted to DHSP for approval.</p> <p>15.6 Training schedule will be submitted to DHSP.</p> <p>15.7 Training plan will be submitted to DHSP.</p> <p>15.8 Existing material will be submitted to DHSP.</p> <p>15.9 Monthly schedule will be submitted to DHSP.</p> <p>15.10 Monthly schedule will be submitted to DHSP one month prior to the training.</p> <p>15.11 Enrollment logs will be kept on file and available for DHSP review upon request.</p> <p>15.12 Incorporate post exam to determine effectiveness of training. Effectiveness documentation, post exams</p>

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	<ul style="list-style-type: none"> - If needed, re-scheduling of training must be provided. - Provide a certification of completion for trainees who pass the post exam and include a letter recommending a follow-up training every six months. <p>15.13 Distribute DHSP's class evaluation, which should be completed by the end-user that attends the class.</p> <p>15.14 Distribute DHSP's Confidentiality and Security statement form, which should be completed by the end-user that attend the class.</p> <ul style="list-style-type: none"> - Distribute, collect, and track forms. - A Casewatch user name and password shall be assigned upon completion of training and a signed Confidentiality and Security statement form. 	<p>Begin 3/1/14 and ongoing</p> <p>Begin 3/1/14 and ongoing</p>	<p>and certifications will be kept on file and available for DHSP review upon request.</p> <p>15.13 Class evaluations will be submitted to DHSP</p> <p>15.14 Confidentiality and Security statement form will be kept on file and available for DHSP review upon request.</p>